Leading insurance organizations trust Appian’s low-code platform to deliver operational agility and enable them to innovate at the speed of the customer.

A DIFFERENT APPROACH TO TECHNOLOGY MODERNIZATION
Property and Casualty (P&C) insurers have traditionally considered two approaches to technology—buy or build. Both are expensive, years-long projects. But insurers are beginning to realize that monolithic core systems and traditional development methods do not allow them to respond fast enough to evolving business needs. And today, there is another option. Insurers can realize tangible, documentable ROI—faster, and at a lower cost—by leveraging the capabilities of their legacy system with a low-code application platform that enables them to quickly execute enhancement and change initiatives across the business.

Insurers need a transformation strategy that is agile, innovative and adaptable without comprising one attribute to have the other.

DEPLOY DIGITAL CAPABILITIES TO STREAMLINE OPERATIONS AND INCREASE EFFICIENCY
In today’s competitive landscape, digital first operations are a priority for P&C insurers. For maximum gain, this means empowering all stakeholders—including customers, agents, adjusters, and others—with a user experience that is data-centric and enables collaboration in both tasks and actions. A platform approach allows insurers to incrementally connect siloed processes while integrating emerging technologies - like robotic process automation (RPA) and artificial intelligence (AI)—resulting in a holistic view of data from across the organization, ultimately reducing operational expenses through increased accuracy and efficiency.

DRIVE PROFITABLE GROWTH AND DELIVER THE HIGHEST LEVEL OF CUSTOMER SERVICE
Market and consumer demands will continue to evolve, and insurers need to respond at the same accelerated pace. There needs to be a laser focus on key areas that will enable them to elevate the customer experience, optimize processes, and exceed business goals. From new business quotes to policy issuance, through billing and claims—all processes need to be digital—both inside and out.

“Because digital business transformation is a journey and not a destination, much of the work involved is about embedding capabilities that will position you well for the future.”
– FORRESTER, THE STATE OF DIGITAL INSURANCE, 2018

THE APPIAN DIFFERENCE FOR P&C INSURERS

- **Ensure consistent service levels.** Exceed expectations with an improved digital experience along the entire customer journey.
- **Streamline internal operations.** Eliminate inefficiencies through self-optimizing processes.
- **Adopt emerging technologies.** Easily integrate RPA and AI for intelligent automation, including AI-driven agent recommendations and sentiment analysis to achieve strategic business objectives, reduce costs, and drive growth.
- **Gain comprehensive visibility into business operations.** Address compliance needs and corporate functions as an integrated part of the technology ecosystem.
Appian provides a leading low-code software development platform that enables Insurance Institutions to rapidly develop powerful and unique applications. The applications created on Appian’s platform help companies drive digital transformation and enables competitive differentiation. For more information, visit www.appian.com